

Division of Information Technologies

Let us work for you



A Message From The Director The Division of Information Technologies (DoIT) is pleased to provide you with a catalog of our services. We want the chance to compete for your business. We offer our services to state departments and, in some instances, to local governments and private non-profit entities. The Division welcomes your business and is expert at providing centralized services and support.

We provide a wide variety of services. They range from archival services to transporting voice, video and data, all designed to serve state departments and agencies. We have one of the most sophisticated telecommunication networks in the country called the Multi-Use Network (MNT), a high-speed fiber-optic network linking rural and urban Colorado. Public Safety personnel and emergency responders benefit from our information network backbone for statewide communications carrying two-way voice traffic. The Data Center provides mainframe services, server hosting and housing along with the ability to create virtual servers for your applications. Our statewide software applications are used in support of the State's core business functions ranging from personnel to financial applications. We continue to make advancements in storage capabilities.

Our Catalog of Services will show you all our service offerings. Give us the opportunity to assist you with your work. You won't be disappointed. Please email or call our Service Center to start your ordering process at (303) 239-4357 (Help) or DoIT-CS.ServiceCenter@state.co.us.

Yours truly,

Rick Malinowski, Division Director/CIO

Catalog of DoIT Services

Alphabetical Listing of Major Service Categories

Archival Services

Over 300,000 monthly email searches are targeted at Colorado's State Archives & Records Management Services website found at <http://www.colorado.gov/dpa/doit/archives>. The Archives department is moving forward in placing archival record indexes and documents on the Colorado Home Page so that citizens and agencies can view from home what records are available for their use. This unit provides professional archival and records management services to state and local government agencies across Colorado. These services include providing public access to the State's archival records, preservation of important government information, statewide oversight of how long paper and electronic records are to be retained, approval for the destruction of public records, and the content management of the State Home Page.

Colorado's State Archives is located at 1313 Sherman Street, Room 1B20 in Denver, CO 80203. Their phone number is **(303) 866-2358** and their fax number is (303) 866-2257.

Archives Rates and Request Form

<http://www.archives.state.co.us/forms/request.htm>

Business Services

DoIT's **Business Services** section oversees the administrative functions, billing, budget, and financial reports. They can be reached at **(303) 239-4313** or emailed at DoIT-CS.ServiceCenter@state.co.us. Their fax number is (303) 239-4383.

Chief Information Officer (CIO) and Division Director, Rick Malinowski

Rick Malinowski provides the Division of Information Technologies (DoIT) with strategic leadership and decision-making. The Division has over 150 employees and an annual budget of approximately \$40 million. He directs the operations of the archival, computing and network infrastructure utilized by state agencies to accomplish their respective business functions and program objectives for the State of Colorado and its citizens. This infrastructure includes the State's Data Center, Telecommunications including the Multi-Use Network, the Digital Trunked Radio system, and application systems support for statewide systems, along with other services needed by technology customers. DoIT provides and contributes to statewide planning efforts related to telecommunications as well as supporting the Governor's Office of Information Technology (OIT) in their efforts to provide statewide technology leadership.

Communication Services

Communication Services provides the information network backbone for carrying Public Safety two-way voice traffic for: the Departments of Corrections, Transportation, Natural Resources, and the Colorado State Patrol; local public safety agencies; federal agencies; and many emergency first responders. This backbone provides both wired and wireless services to its customers.

It supports many products and technologies including radio frequency products that require Federal Communications Commission (FCC) licensing and statewide infrastructures such as the Digital Trunked Radio, the State of Colorado Microwave Network, and Radio Communication Sites and Towers. It is statutorily required to manage all of the State of Colorado radio spectrum needs and to coordinate those needs with state, federal, and local government agencies and institutions. Major services include:

- ☐ **Engineering and Radio Communication Design** services to state and local governments.
- ☐ **Digital Trunked Radio (DTR)**, with over 500 state and local government agencies and over 25,000 radios.
- ☐ **Microwave** operations which consists of managing remote equipment, buildings, towers, and transmission equipment at nearly 125 sites throughout Colorado.
- ☐ **Radio maintenance** support of varying types of portables, mobile, and base units, used by state agencies.

Please call **Communication Services** to start your ordering process at **(303) 866-2341**.

Communication Rate Information

http://www.colorado.gov/dpa/doit/services_cat/communication_services_allocation_billing.html

Computing Services

Computing Services offers centrally managed information technology services to all state agencies. It manages and processes critical state information on a variety of platforms in both mainframe and open systems environments. Major services include:

- ☐ **Database, Storage, and Middleware Administration Services**

The Database, Storage, and Middleware group provides administrative services to support customers' data persistence and access needs in a centralized storage facility. Staff is available to help plan for the most efficient ways to store and archive data. Full data backup and recovery services are provided. This group provides the following services to administer this infrastructure:

Equipment acquisition for hardware to store data.	Database creation, modification and administration with recommendations for space management.
Storage management including tape and disk storage and back-up services to our mainframe customers using Storage Management and Hierarchical Storage Management (SMS & HSM) software.	Processing services including mainframe processing, CICS transactions, database processing, and batch processing.
Application Server Administration including capacity monitoring and trending.	On-Call Support for Database, Middleware, and Storage infrastructure.
Data Warehouse design and ETI and Business Intelligence tool administration.	Messaging Middleware Administration.

Rate Information for Email Operations By Computing Services

http://www.colorado.gov/dpa/doit/services_cat/datactr.html

☐ **Disaster Recovery**

This service addresses policies and procedures for minimizing the disruption of government operations if computers or other advanced technologies are disabled following a disaster. DoIT offers to all customers with declared hot site systems the opportunity to participate in annual DR testing.

Please email or call our **Service Center** to start your ordering process at **(303) 2394357 (Help)** or DoIT-CS.ServiceCenter@state.co.us.

Rate Information for Disaster Recovery By Computing Services

http://www.colorado.gov/dpa/doit/services_cat/comp_svs.html

☐ **Email Operations**

Email is now a critical business communication tool and DoIT provides Exchange Platform Email operations for DPA and other select state customers. DoIT purchases the hardware, software and IT staff to maintain email server operations. This offering provides a secure, robust, always online email service. DoIT's email service includes an anti-spam/antivirus managed service filtering solution. The service provides around-the-clock email protection, automatically intercepting, analyzing, and blocking malicious and unsolicited messages at the network perimeter. The filtering modules include:

- (1) Spam Blocking,
- (2) Virus and Worm Scanning, and
- (3) Content and Attachment Filtering.

Rate Information for Computing Services

http://www.colorado.gov/dpa/doit/services_cat/comp_svs.html

☐ **Printing**

Printing includes mainframe and network bulk print processing on high-speed, high quality laser printers. DoIT offers black and white laser printing using plain or colored paper, pre-printed forms, checks, etc.

Central Services delivers our print output. We work with them on delivering your orders to your agency distribution site.

Rate Information for Computing Services

http://www.colorado.gov/dpa/doit/services_cat/comp_svs.html

☐ **Server Housing and Hosting**

DoIT offers tiered server housing and hosting capabilities. All tiers provide a complete server environment (conditioned and uninterruptible power, full climate control), 100 mbps switched Internet access, raised floor/rack support, and KVM support. DoIT currently houses or hosts approximately 400 servers for various state agencies. Requests for server housing and hosting continues to grow.

Database housing and hosting services provide the central management of the hardware, software and system administration to support databases of all sizes and complexities. DoIT offers Oracle, and MySQL server database systems with multiple environment levels, including production, test, and development.

Server Housing provides for the placement and connection of customer-owned servers on the computer room floor plus the installation of an operating system for customer-owned servers and firewall protection for the customer-owned equipment.

Server Hosting adds the provision of the server hardware, installation and maintenance of the operating system, administration of the server to provide level one and two support for the server and OS, and up to 10 hours per year of one-on-one technical support. DoIT handles data site security and system backup and recovery. Maintenance includes product fixes and enhancements, and performance monitoring. Customers may also add installation, maintenance, and level two support for application software, and up to 20 hours per year of one-on-one technical support if desired.

Order Form for Server Housing or Hosting Services

http://www.colorado.gov/dpa/doit/services_cat/Server_Installation_Request_Form.doc

or by calling the **Service Center** at **(303) 239-4357 (Help)**.

Rate Information for Server Housing and Hosting

http://www.colorado.gov/dpa/doit/services_cat/datactr.html

☐ **Virtual Servers Accessible on the Mainframe**

DoIT offers server virtualization on two different architectures: zSeries and i386 (IBM and Intel). The zSeries architecture combines the rock-solid reliability and I/O capacity of the traditional mainframe with a state-of-the-art Linux environment. The Intel architecture allows the use of widely available Linux and Windows applications while exploiting the advantages of modern storage area networks.

DoIT operates 75 virtual servers, with more on the way, offering web hosting, web application environments, file and print servers, database applications, web proxy, and many other applications.

Use of virtual servers replaces the need to purchase stand-alone servers. When you request a virtual server, you can expect to have a server ready for your use within about ten business days.

Please email or call our **Service Center** to start your ordering process at **(303) 239-4357 (Help)** or

DoIT-CS.ServiceCenter@state.co.us.

Order Form for Server Housing or Hosting Services

http://www.colorado.gov/dpa/doit/services_cat/Server_Installation_Request_Form.doc

or by calling the **Service Center** at **(303) 239-4357 (Help)**.

Rate Information for Server Housing and Hosting

http://www.colorado.gov/dpa/doit/services_cat/datactr.html

☐ **Service Center**

The DoIT Service Center provides customers with 24 hours a day, 7 days a week availability as the central point of contact for services offered by DoIT. The Service Center provides mainframe operations support, job scheduling and monitoring, and help desk services. Requests for assistance are documented with Remedy Help Desk software. In addition, the Service Center offers overnight, weekend, and holiday help desk services for state agencies. The **Service Center** staff may be reached via email at DoIT-CS.ServiceCenter@state.co.us or by phone at **(303) 239-4357 (Help)** or toll free at **(877) 632-2487**.

**Rate Information for Overnight,
Weekend, and Holiday Help Desk Services**

http://www.colorado.gov/dpa/doit/services_cat/datactr.html

Customer Services

The Customer Services Unit is responsible for customer relations, product launch initiatives, strategic planning and publications involving the operations and products at DoIT. The unit is responsible for ensuring that our customers' goals are met, that their issues are addressed, and that our services are delivered to them in a professional manner.

Please email or call our **Service Center** to start your request at **(303) 239-4357 (Help)** or DoIT-CS.ServiceCenter@state.co.us.

Information Security Operations Center (ISOC)

The ISOC is tasked with securing the common IT infrastructure that all state agencies use, including the State's Multi-Use Network (MNT) and DoIT's Computing Center with its mainframe and server hosting and housing operations.

It designs and manages the security infrastructure that protects common IT services. The benefits of the ISOC to the State are reduced downtime due to security incidents, increased support to state agencies in connecting to the Internet through increasing layers of security, and reduced threat to state owned IT systems, employee data, and sensitive data from an ever-increasing internal and external security threats. Major services include:

- ☐ Network/Data Monitoring and Protection.
- ☐ Incident Response.
- ☐ Planning and Design Support.
- ☐ Policy Recommendations and Development.
- ☐ Security Variance Requests.
- ☐ Security Device Management for Core Network.
- ☐ Virtual Private Network Services (VPN) via DoIT's Concentrator.

The **Security** team's direct telephone line is **(303) 866-3465** and is actively staffed during normal business hours 7:30 a.m.—4:30 p.m. Monday thru Friday. The Security staff can also be reached 24/7 for emergencies through the normal DoIT Service Center telephone menu. The **Service Center** number is **(303) 239-4357** or email your request to DoIT-CS.ServiceCenter@state.co.us.

Network Services

Network Services provides a quality, seamless network backbone for its voice, video, and Internet Protocol (IP) based data communication infrastructure. It does so by using a high-speed, fiber-optic network for the State of Colorado known as the Multi-Use Network (MNT). The MNT provides affordable and reliable broadband services and Internet access to its customers via a gigapop Internet service connected to the MNT. Network Services manages the Wide Area Network (WAN) of the State and supports the Local Area Network (LAN) for DPA. Please see additional Network Services customer offerings listed below.

☐ **Blackberry Server Connectivity Offered By DoIT**

DoIT assists customers in purchasing Blackberry wireless services from several vendors. There are the usual one-time costs for the handheld unit and the user license (Customer Access License—CAL) in addition to the monthly wireless service charges.

In addition, DoIT offers Blackberry hosting services for a small per month and device charge with the capacity to support both Exchange and GroupWise email platforms. DoIT provides the enterprise server (BES—Blackberry Enterprise Server), and administers the service and technology so that individual agencies save the cost of investing in this type of infrastructure. Customers whose email currently resides on the DPA Outlook Exchange email server can be provisioned immediately. Those customers currently on email servers outside of DPA may be configured on a case-by-case basis.

Individual carrier packages are purchased directly from State approved vendors just as agencies currently purchase cellular service. Please contact our DoIT Order Entry and Billing Unit (doit.oeb@state.co.us) for a list of State suppliers and to allow DoIT to assess email server compatibility.

Blackberry devices let users connect to email, contacts, calendar, access to the Internet and cell phone service on the same hand-held unit using ordinary cell technology. This “virtual office” is ideal for individuals who need almost constant access to their enterprise communication systems, email and other business data. And with email access, an integrated cell phone, web browser and other wireless features, you can easily manage your professional information and communications from a single, compact device.

Voice Communication Service Change Form Used for Cellular and Blackberry Account Setup

http://www.colorado.gov/dpa/doit/services_cat/network_services/VOICE_Order_Form_Qwest_PIC.doc

Instructions for Filling out Voice Communication Service Change Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/Voice_Form_Instruction_Manual.doc

Rates for Blackberry Server Access

http://www.colorado.gov/dpa/doit/True_Rates_04-01-06.pdf

Please contact our **DoIT Order Entry and Billing Unit** at doit.oeb@state.co.us should you have questions or call **(303) 866-2341** for assistance.

☐ **Cellular Service**

DoIT provides a statewide contract for cellular service. Customers pay for setting up and servicing a cellular phone account as well as related and on-going support. Please access the form at the address below or call **(303) 866-2341** to begin the ordering process.

Voice Communication Service Order Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/VOICE_Order_Form_Qwest_PIC.doc

Instructions for Filling Out Voice Communication Service Change Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/Voice_Form_Instruction_Manual.doc

Rates for Cellular Services

http://www.colorado.gov/dpa/doit/True_Rates_04-01-06.pdf

Please contact our DoIT Order Entry and Billing Unit at doit.oeb@state.co.us should you have questions or call (303) 866-2341 for assistance.

☐ **Conferencing Services**

DoIT contracts with Qwest to provide audio and web conferencing services. The full-suite of conferencing services include: reservationless, automated passcode, operator assisted, web conferencing and streaming. The contract between the State of Colorado and Qwest assures excellent pricing and features space availability with 40,000 digital ports, conferencing services via a fully digital bridging network and superior 24/7 customer service and help desk support.

Conferencing accounts are opened on your behalf by contacting **DoIT Conferencing Services at conferencing@state.co.us**. Staff will walk you through establishing your individual accounts and their associated rates. You may also call **(303) 866-2341** to begin the ordering process.

□ **Dial-in Access to the Internet**

DoIT, via a contract with Front Range Internet Inc. (FRII), now offers statewide toll free and nationwide 800 Internet dial-in service. The speed may vary due to local conditions but may be as high as 55Kbps. Dial-in provides you a high quality, reliable, cost-effective dial-in network infrastructure solution to the Internet and access to some open services of MNT such as COFRS. Dial-in also allows access to email messages if departmental servers are located on the public side of your network. This service is a completely outsourced offering by DoIT to a highly reputable provider supplying dial-up network access options nationwide. Some rare isolated toll pockets may exist so please submit local numbers to be certified by FRII. This access does not include an email ID or any other hosting facilities.

Please access the form at the address below or email or call our **Service Center** to start your ordering process at **(303) 239-4357 (Help)** or DoIT-CS.ServiceCenter@state.co.us.

Dial-in Communication Service Change Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/Dial_IN_Order_Form_Protected.doc

Instructions for Filling in Dial-in Communication Service Change Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/DIAL-inOrderProceduresWeb.doc

Rates for Dial-in Service

http://www.colorado.gov/dpa/doit/services_cat/Dial-in_rate.pdf

□ **DSL (Digital Subscriber Line)**

DSL is a technology for bringing high-band width information to homes and small businesses over ordinary copper telephone lines. A DSL line can carry both data and voice signals and the data part of the line is continuously connected. DSL offers a high-speed dedicated connection with speeds ranging from 0.256 Mega bit ubr* to 3.00 Mega bit ubr. We recommend the purchase of DSL service for faster connectivity, especially for customers who repeatedly use dial-in services to places such as DoIT's mainframe or DPA servers from an offsite location. DSL may be purchased as a standalone product without voice capabilities. Only data is relayed using a stand-alone service. If DSL is ordered without voice services (Stand-alone DSL), there is an additional \$5.00 per month charge. The lowest priced DSL service (Qwest Basic— 256Kb by 256Kb) cannot be ordered without voice. Please note that all prices are before the provider has added applicable fees and taxes.

Qwest has advised us that they are adding and discontinuing DSL offerings constantly. Customers are advised to check with DoIT Order Billing staff prior to making DSL purchases to make sure of the current offerings by Qwest.

Please email or call our **Service Center** to start your ordering process at **(303) 239-4357 (Help)** or DoIT-CS.ServiceCenter@state.co.us.

*Short for unspecified bit rate, or Class D quality of service, an ATM bandwidth-allocation service that does not guarantee any throughput levels and uses only available bandwidth. UBR is often used when transmitting data that can tolerate delays.

DSL Rates

http://www.colorado.gov/dpa/doit/services_cat/DSL_RATES09082005.htm

DSL Service Change Form

http://www.colorado.gov/dpa/doit/services_cat/DSL_Order_Form_Protected.doc

☐ **Internet Service**

Internet access is automatically provided as a service with the purchase of MNT network connectivity via multiple Internet connections. The first Internet Service Provider is the Front Range GigaPop (FRGP). The FRGP uses three Tier 1 Internet Service Providers. The second Internet Service Provider is 360.net. The use of multiple ISPs significantly reduces the risk of service interruption to Internet users, both citizens and employees.

*Gigapop is short for gigabit point-of-presence, an access point to Internet2, the network collaboration between universities and partners in industry and government to develop advanced Internet technologies and applications such as telemedicine and digital libraries.

☐ **Long Distance/Calling Card Products**

This service includes all forms of long distance and calling card offerings at very attractive pricing. Included in this category are inbound 800 services, switched and dedicated long distance circuits, international calls and directory assistance. Please access the form at the address below or call **(303) 866-2341** to begin the ordering process.

Long Distance Order Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/VOICE_Order_Form_Qwest_PIC.doc

Instructions for Filling in Long Distance Order Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/Voice_Form_Instruction_Manual.doc

Calling Card Communication Service Change Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/2005_CallingCard_Order_Form.doc

Instructions for Filling in Calling Card Service Change Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/Calling_Card_Form_Instruction_Manual.doc

☐ **Multi-Use Network (MNT)**

The Multi-Use Network (MNT) is a high-speed fiber-optic network for the State of Colorado. Qwest was the partner selected to build the MNT with the State serving as anchor tenant. Through MNT, the State consolidated Colorado state government agency telecommunication requirements from its multiple networks into a single network to reduce administrative and maintenance costs to the taxpayers of the state. As anchor tenant, the State's investment leveraged the development of telecommunications infrastructure and expanded delivery of advanced services to all geographic regions of the State.

Included within MNT are two main transport protocols: Frame Relay and ATM. Frame Relay is a high-speed packet switching protocol used in Wide Area Networks (WANs) providing a granular service of up to DS3 speed (45 Mbps). Asynchronous Transfer Mode (ATM) is a network technology for both Local and Wide Area Networks (LANs and WANs) that support real-time voice and video as well as data. The topology uses switches that establish a logical circuit from end to end, which improves quality of service (QoS).

What Other Items Are Included With MNT Service?

- ☐ T1 connectivity to state agencies.
- ☐ Management of WAN routers.
- ☐ Management by DoIT staff and communications companies of service requests, line setup, problem calls, maintenance and repairs.
- ☐ WAN network design, monitoring, capacity planning, troubleshooting, contract management, and billing;
- ☐ Option of router sharing for access to the network.
- ☐ Local government and non-profit MNT T1 service primarily for connecting schools and libraries to Internet service providers.

Please email or call our **Order Entry and Billing Unit** to start your ordering process at (303) 866-2341 (Help), doit.oeb@state.co.us or access the form at the address below.

ATM/Data Communication Service Change Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/MNT_Order_Form_Protected.doc

Instructions for Filling in ATM/Data Communication Service Change Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/DoIT_Data_Form_Instruction_Manual_Update_February_2005.doc

Rates: Network Services

http://www.colorado.gov/dpa/doit/True_Rates_04-01-06.pdf

☐ **Order Entry and Billing Services**

The Order Entry and Billing Unit (OEB) handles business functions for ordering service requests ranging from the purchase of State cell phones to the purchase of circuits and routers for state operations provided by DoIT. They are a key contact for customers when ordering network services.

Please contact **Order Entry and Billing** to start your ordering process at doit.oeb@state.co.us. Dial **(303) 866-2341** to be connected with OEB staff members.

☐ **State Agency Local Telephone Service**

DoIT and its vendors offer phone services and voice applications to state agencies through customer owned switching equipment known as Private Branch Exchange (PBX) offerings. DoIT's Voice and Conferencing Services operates and maintains the PBXs for the Capitol Complex in metropolitan Denver, the Lakewood Kipling complex, the North Campus and the Grand Junction State Office Building. These services support both digital and analog (most often used for faxing) transmissions. Voice over Internet Protocol (VoIP) is now offered at the Kipling complex and in Grand Junction.

Other Voice applications include: (1) Integrated Voice Response (IVR), a technology with which a person uses a touch-tone telephone or voice prompts to interact with a database to acquire information or enter data. DoIT and its vendors provide the application development, implementation, hardware, software and ongoing maintenance for this service, (2) Call Center and Automated Attendant Support, (3) Call Recording, (4) Audio Conferencing support, (5) Voice Mail, (6) telephone equipment, and (7) moves, adds and changes for our customers.

Please access the form at the address below or call **(303) 866-2341** to begin the ordering process.

Voice Communication Service Change Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/VOICE_Order_Form_Qwest_PIC.doc

Instructions for filling Out Voice Communication Service Change Form

http://www.colorado.gov/dpa/doit/services_cat/network_services/Voice_Form_Instruction_Manual.doc

☐ **Voice Service Manual**

http://www.colorado.gov/dpa/doit/services_cat/network_services/Final_Service_Manual_for_Voice_Services_v3_lkm.doc will take you to our Voice Service Manual providing information on key contacts, timeframes for orders, billing information and more voice information.

Network Rate Information

http://www.colorado.gov/dpa/doit/True_Rates_04-01-06.pdf

Technology Management Unit (TMU)

DoIT operates and supports key statewide software applications used in core business functions in Colorado State government agencies. TMU staff manages these applications from development through maintenance cycles. TMU provides project and requirements management, systems analysis and design, programming, testing, implementation, operations, systems assurance and documentation. Its statewide offerings include:

- ☐ **ADS**, statewide job applicant system.
- ☐ **COFRS**, statewide accounting with Help Desk Service.
- ☐ **CPPS**, statewide personnel and payroll.
- ☐ **HRDW**, statewide Human Resource Data Warehouse.
- ☐ **FDW**, Financial Data Warehouse, providing financial reporting.
- ☐ **KRONOS**, a statewide timekeeping and leave tracking system.

The **COFRS Help Desk** number is **(303) 239-4357**, option #2 and the fax number is (303) 239-5888. They may be reached via email at DoIT-CS.ServiceCenter@state.co.us.

Virtual Private Networks

DoIT's Security team offers Virtual Private Network services (VPN) via its concentrator. A VPN or Virtual Private Network is a way to use a public telecommunication infrastructure, such as the Internet, to provide remote offices and/or individual users with a secure access to their organization's network.

A VPN works by using the shared public infrastructure while maintaining privacy through security procedures and tunneling protocols. In effect, the protocols, by encrypting data at the sending end and decrypting it at the receiving end, send the data through a "tunnel" that cannot be "entered" by data that is not properly encrypted. VPN is basically a private tunnel created from a remote location to the organization network you are trying to reach so your data can be secure and private.

Please access the following VPN order form link to begin your ordering process.

Virtual Private Networks Order Form

http://www.colorado.gov/dpa/doit/services_cat/VPNOrderForm.doc

Virtual Private Networks Rates in Network Services

http://www.colorado.gov/dpa/doit/True_Rates_04-01-06.pdf

Thank you for reviewing our product lines.